

Utah State ADR Council
DHRM Pilot Program
June 20, 2003

I. Values:

We value the following ideas, and will seek to uphold these values in our pilot program:

Meaningful dialogue	Open and honest communication
Minimal bureaucracy	Interest based negotiation
Swift resolution	Education
Employee involvement	Trust
Self determination	Stewardship

II. Goals

- a. To support the Governor's Executive Order on Integrating Dispute Resolution into State Government
- b. To develop a design that can serve as a model for other agencies
- c. To develop a skilled pool of mediators for future programs
- d. To assess potential return on investment for statewide ER program
- e. To assess the value of mediation compared to more formal grievance processes
- f. To resolve grievances at lower levels through meaningful dialogue.
- g. To involve the ADR community as mentors.
- h. To develop in-house expertise in design and administration of an ADR program
- i. To lay the groundwork for a program that will meet the EEOC criteria.

III. Project Phases

a. Intake

- i. Define intake information
- ii. Customize MADTRACKS software
- iii. Review and develop standard agreement to mediate
- iv. Review/develop conflict of interest and confidentiality agreement
- v. Review/develop waiver of timelines for CSRB
- vi. Review/develop customer satisfaction survey
- vii. Develop standards for record keeping
- viii. Develop screening criteria for suitability
- ix. Develop screening criteria for suitability in mediation
- x. How and whether or not to track those not suitable?

b. Mediator selection and training

- i. criteria for selection
- ii. determine training needed
- iii. select vendor
- iv. train internal neutrals
- v. use of neutrals from outside state government
 - criteria for using, who pays, and how to we identify them?

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Project Phases (Continued)

c. Logistics

- i. Where to hold mediations?
- ii. When? Standard days and times available ?
- iii. Schedule how soon after request?
- iv. Identify council member resources for private space
- v. Room layout and supplies
- vi. Rural issues
 - who pays for travel – state car, per diem, etc.?
 - will volunteer mediators have time to travel?
 - do we limit to Wasatch Front?

d. Education

- i. Develop educational/marketing materials for employees
 - a. FAQ- general mediation information
 - b. FAQ- DHRM pilot
 - c. Executive summary
 - d. PowerPoint
- ii. Distribution methods for information
 - i. DHRM and ADR Council websites
 - ii. Brochure distributed with grievance information
 - iii. Presentation at Cabinet and HR Director meeting
 - iv. Message on back of paycheck?
 - v. Capitol Connections newsletter – September

e. Mentor Corps

- i. Decide whether to implement a mentoring program in the pilot
- ii. Invite experienced internal mediators, ADR Council members and other members of the ADR community to serve as volunteer mentors
- iii. Match specific mentors to mediators involved in the pilot
- iv. Assess the mentoring experience

f. Metrics and measures

- i. Gather baseline data from CSRB
- ii. Trend baseline for last 5 years
- iii. Determine what records will be kept?
- iv. Measures
 - utilization of voluntary program
 - resolution rate
 - trend toward resolution at lower levels
 - customer service satisfaction survey
 - durability of agreement over time